

Privacy Notice: Registering with CIISA

Last updated: April 2026

This privacy notice explains how and why CIISA (The Creative Industries Independent Standards Authority) collects personal information to enable registration of organisations in the Creative Industries.

1. Introduction and Purpose

1.1 CIISA determines the why (purpose) and how (means) of how your personal data is used and processed. This means that CIISA is the data controller for personal data processed under this Notice.

1.2 CIISA respects individuals' privacy and is committed to protecting personal data in line with the UK General Data Protection Regulation (UK GDPR) and the Data Protection Act 2018.

1.3 This Notice explains how CIISA collects, uses, stores and shares personal data relating to people who represent organisations that:

- register with CIISA ('Registration');
- communicate with CIISA in connection with Registration; and
- provide information in line with CIISA's Registration process.

1.4 This Notice applies to employees, officers, contractors and other authorised contacts of organisations who register with CIISA ('Registrants').

1.5 Some CIISA activities may have their own Privacy Notices (such as website use or reporting processes), which should be read alongside this Notice where relevant.

2. Definitions

2.1 **CIISA's Registration Mark** means the logo issued to the Registrant by CIISA following (and by way of confirmation of) its Registration.

2.2 **CIISA's Register** means a list of current Registrants that CIISA will make publicly available on its website and update from time to time. CIISA's Register shall include organisational information, and will not ordinarily include personal data, except where necessary and lawful (for example, in the case of sole traders).

2.3 **Personal data** means information that identifies or relates to an individual, such as a name, job title or business contact details.



2.4 **Organisational information** means information about an organisation, such as its name, address or industry sector. This is only treated as personal data where it relates to an identifiable individual.

2.5 **Processing** means collecting, using, storing, sharing or deleting personal data.

3. What We Collect

3.1 CIISA collects personal data and organisational information directly from Registrants and their representatives when they register or communicate with CIISA regarding the Registration scheme.

3.2 This may include:

Organisational information:

- o organisation name and registered address;
- o industry sector and organisational structure (including details of any subsidiaries);
- o UK turnover for fee administration purposes;
- o registration records, invoicing and payment administration.

Personal data:

- o names of authorised organisational contacts;
- o professional email addresses and telephone numbers;
- o job titles or roles within the organisation;
- o records of communications and interactions with CIISA;
- o information provided in connection with organisational access to services and activities related to Registration.

3.3 Some information is needed in order to complete Registration and maintain engagement with CIISA. If required information is not provided, CIISA may not be able to proceed with Registration.

4. Lawful Basis For Processing

4.1 CIISA processes personal data under the following basis:

- **Contractual necessity:** where processing is required to administer Registration, maintain CIISA's Register, provide access to CIISA's Registration Mark and related services, manage communications, and fulfil CIISA's obligations under the Registration Terms and Conditions;



- **Legitimate interests:** where processing is necessary for CIISA's legitimate interests in operating and improving its Registration process, maintaining effective governance and administrative processes, ensuring service security, and communicating with Registrants; and
- **Legal obligations:** where processing is necessary to comply with applicable legal requirements, including financial record-keeping, tax obligations, court orders, or regulatory obligations under data protection law.

5. How Personal Data Is Used

5.1 CIISA uses personal data relating to organisational representatives for the following purposes:

- processing and maintaining Registration records and inclusion on CIISA's Register;
- administering access to CIISA's Registration Mark and related materials;
- managing communications with Registrants, including updates on CIISA activities;
- providing support and engagement services connected to Registration;
- administering invoicing, payments and financial records;
- maintaining governance, audit and risk management processes;
- complying with applicable legal and data protection obligations; and
- ensuring the security, integrity and improvement of CIISA's systems and services.

6. Sharing and Disclosure

6.1 CIISA may share personal data with:

- service providers who support its operations (such as IT hosting and communications providers);
- professional advisers (such as legal or financial advisers), auditors and insurers; and
- public authorities or courts where required by law.

6.2 CIISA does not sell personal data or share it for unrelated marketing purposes. Where personal data is shared, CIISA puts appropriate protections in place.



7. Data Retention

7.1 CIISA keeps personal data only for as long as needed for the purposes of Registration, legal, financial and governance purposes.

7.2 In most cases, information is retained for up to seven years after Registration ends. After this, data is securely deleted or anonymised unless it is needed for legal reasons.

8. International Data Transfers

8.1 CIISA primarily stores and processes personal data within the United Kingdom or the European Economic Area (EEA).

8.2 Where personal data is transferred outside the UK, CIISA ensures that appropriate safeguards are in place in accordance with UK data protection law. This may include:

- transfers to countries subject to UK adequacy regulations; or
- the use of the UK International Data Transfer Agreement (IDTA) or the UK Addendum to the EU Standard Contractual Clauses.

8.3 Further information about international transfers and applicable safeguards may be requested using the contact details provided below.

9. Your Rights

9.1 Individuals have rights over their personal data, including the right to:

- request personal data that both identifies and relates to them;
- request that CIISA review, and if appropriate, correct inaccurate information;
- request deletion in certain circumstances;
- request that CIISA restricts how personal data that both identified and relates to them is used.
- lodge an objection to how personal data is being processed;
- request data portability; and
- withdraw previously given consent.

9.2 CIISA will respond to rights requests within one month, subject to permitted extensions under the UK General Data Protection Regulations (GDPR). CIISA may request reasonable verification of identity before responding to a request.

9.3 Individuals also have the right to complain to CIISA about how we have handled your personal data and/or information rights requests. You also have the right to complain to the Information Commissioner's Office (ICO). The ICO will usually expect you to have complained to CIISA first before raising a complaint about CIISA's data protection practice with them.



9.4 Requests and complaints should be directed using the contact details at Section 12 of this Notice.

10. Security

10.1 CIISA takes appropriate steps to protect personal data and keep it secure. This includes using technical and organisational measures designed to prevent unauthorised access, loss, misuse or disclosure of information.

10.2 Access to personal data is limited to those who need it for legitimate purposes, and CIISA works with service providers who are required to protect data in line with data protection law.

11. Updates to this Notice

11.1 CIISA may update this Privacy Notice from time to time to reflect changes in law or how personal data is used.

11.2 When changes are made, the “Last updated” date at the top of this Notice will be revised and, where appropriate, CIISA will notify Registrants (for example by email or through CIISA communications).

12. Contact Us

12.1 If you have questions or want to exercise your rights, please contact CIISA at dpo@ciisa.org.uk



CONTACT DETAILS

dpo@ciisa.org.uk

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CIISA

The Creative Industries
Independent Standards Authority
Independent. Without fear or favour.